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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Anil K. Annadata, Mingsen Chen  
Assignee: Siebel Systems, Inc.  
Title: Configurable Media-Independent Server  
Serial No.: 09/823,869 Filing Date: March 31, 2001  
Examiner: Unknown Group Art Unit: 2661  
Docket No.: M-11527 US Client Ref. No.: SIEB061/US

San Jose, California  
August 7, 2001

COMMISSIONER FOR PATENTS  
Washington, D. C. 20231

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AUG 17 2001

Technology Center 2600

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on March 31, 2001, serial number 09/823,869. This Preliminary Amendment is submitted prior to the first Office Action on the merits in the above-captioned case. Entry of this amendment is respectfully requested.

08/15/2001 CCHAUI 00000159 192386 09823769

01 FC:103 18.00 CH  
02 FC:102 00.00 CH

IN THE ABSTRACT

Please replace the abstract with the following text:

Adjustment date: 08/30/2001 The present invention provides a configurable system for communicating via multiple  
08/15/2001 CCHAUI 00000159 192386 09823769  
01 FC:103 918.00 CH  
02 FC:102 400.00 CH

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communication channels of different media types. The system includes a communication server that can be configured to communicate with multiple communication channels of different media types. The system can also include multiple channel drivers for communicating with multiple communication channels of different media types. The system can include a database for storing commands that can be issued to the communication channel and events that can be received from the communication channel.

IN THE FIGURES

Please cancel Fig. 6.